



JOB DESCRIPTION

Position Title: **Technician**

Working Title: **Solid Waste Technician**

Class Code: 5604
2002

Non-Exempt

EEO Code: 06

Effective Date: August 30,

Major Function

Specialized clerical work in customer service/complaint tracking; data verification/entry/retrieval to automated system; and field investigations in conjunction with the County's Solid Waste and Recycling Programs.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Receives, responds to, and resolves questions and complaints from property owners regarding solid waste/recycling program guidelines and associated fees. Communicates with franchise haulers in problem resolution and new customer start-up.

Initiates and prints work orders for field inspections and complaint file maintenance, including follow-up responses using a personal computer. Initiates and prints work orders for field verification of parcels.

Operates a computer terminal for information input and retrieval for Solid Waste/Recycling Program complaints.

Verifies property locations, legal descriptions, and tax billing records utilizing County property assessment rolls and maps. Updates master hauler franchise district maps to reflect route changes, annexations, or new developments.

Performs field verification of conflicts in parcel identification, real property features, dwelling unit determination, and road accessibility determination. Reviews requests for dwelling exemptions to include photographic documentation.

Performs field inspections of Solid Waste/Recycling Program complaints and completes the work orders with appropriate complaint resolution to include photographic documentation as needed. Updates complaint file to reflect field inspection results.

Updates Solid Waste Program database using a computer terminal to input changes or updates of real property, addresses, exemptions results and number of dwelling units for parcels.

Works closely with other County staff, field inspectors and Property Appraiser's Office in gathering information, verifying data and entering data into the automated system.

Utilizes the Scale Management System for processing vehicles, gathering information, verifying data, selecting and printing reports, entering data and formatting diskettes and tapes.

Performs other duties as assigned or as may be necessary.



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Minimum Qualifications

Knowledge of the County's Solid Waste Ordinance and Solid Waste Franchise Contract. Knowledge of the geography of Seminole County.

Ability to communicate well with the general public, franchise haulers, other County staff, and associated Elected Officials Offices. Ability to work with various County maps and property record information. Ability to plan and maintain work schedules. Ability to prepare and maintain accurate work records. Ability to follow oral and written instructions.

Skills in the operation of standard office machines, computer equipment, printers, mobile radios, and photographic equipment.

High School Diploma or GED and one (1) year experience in customer service and data entry; or an equivalent combination of related training and experience. Computer terminal experience preferred. Experience in field investigations helpful.

Must possess and maintain a valid Florida Driver's License.

Ability to type 20 correct words per minute.

Shift hours may vary depending on work schedule.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

